



Office of the
Administrative Assistant to
The Secretary of the Army



Directorate of
Executive Travel
(DET)

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DoD Passport and Visa Office Newsletter



Mr. Andy Hare, Director DET

I am excited and honored to have the Passport and Visa newsletter published this month as my first since absorbing this vital mission! Please allow me to introduce myself to each of you.

I came to the Office of the Administrative Assistant to the Secretary of the Army in July 1987 and have spent the last 29 years of my life striving to meet the high expectations, visions and goals of such a great organization. It has been a highlight of my life to be a part of the OAA family.

As Mr. Reheuser, Executive Director, Army Headquarters Services explained last month, Logistics Services-Washington was disestablished as part of an organization-wide effort to bring Army Headquarters Services in line with recent Department of Defense efforts to streamline opera-

tions across the department. The Passport and Visa mission was absorbed into the Directorate of Executive Travel (DET) formally on 1 October 2015. DET was established on 1 January 2008 bringing together several key missions on behalf of the Administrative Assistant to the Secretary of the Army. Those missions include the authoring and management of the Secretary's executive travel policy for Army senior leaders; military airlift validation and scheduling for Congress, federal agencies, Combatant Commanders, Office of the Secretary of Defense, Joint Staff and the Department of the Army; and operations and management of the Pentagon Motor Pool, the most unique motor vehicle operations facility within DoD. I was excited to learn this summer of the intent to add the Passport and Visa mission to DET. Also during this time of transition, the Property Management mission will be a part of our organization at least for some time until that mission is moved permanently under another organization.

DET is now an even larger and fast moving directorate

with numerous vital and high visibility missions in support of the DoD community. While I may not yet know every step it takes to make the Passport and Visa mission work, my lengthy tenure in OAA has allowed me to see the mission and understand just how extremely vital it is. I ask for your patience as I try to learn the mission inside and out as the next few months unfold.

My vision statement for DET remains simple and unchanged since 2008: "We Help DoD Deploy, Fight and Win". Every mission under the DET umbrella in some way supports DoD's ability to deploy personnel, be prepared for the necessary decision to defend our Nation at all times, and when that decision is made to ensure that we assist in the movement of personnel and materiel in order to win the fight. Every military, civilian and contractor with in DET and those who work with us throughout DoD and our partner agencies have a shared responsibility to make "deploy, fight, win" a success.

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My management style is equally simple. A Director's job is to counsel and guide his or her personnel and to promote a work atmosphere based on trust, mutual respect and a strong will to make the mission a success. To accomplish this, I believe a Director must lead with authority, but never make decisions without ensuring that subject matter experts and our customers are included in that process. Personnel who have worked for me in the past, will tell you that I expect hard work, dedication to the mission and top notch customer

service. In return, I will ensure that they play a vital role in the decisions necessary to move us forward, be successful and will build an atmosphere that promotes the values and respect that all of us should expect.

I am extremely honored to have the Passport and Visa mission come to DET! I plan to continue the great work done by Dr. Toye Latimore to move this mission successfully into the 21st century and constantly strive to find ways to do it

better, more efficiently and effectively. But, I promise I will remain focused on the fact that any mission's success is tied to the way we treat our employees and customers. I welcome each and every military, civilian and contractor to the DET family, to our customers I promise I will strive to keep quality customer service a prominent goal of our directorate and look forward to speaking with all of you during the coming year.

Travel Services Division

During the Passport Inter-Agency Working Group (PIWG) meeting held at Department of State (DoS) on 20 October, the group was informed that effective in January 16, DoS will no longer be issuing additional visa pages in original passports due to security precautions. Once a customer has most of their existing visa pages full of stamps, they will need to reapply for a new passport. Please make sure this info is provided to the organizations you support.

Kuwait has a new policy affecting diplomatic passports requiring a visa, the new policy

requires that any application submitted requires the PPT to have a minimum of 3 years of validity left before expiring when the visa is issued. We have experienced visas being denied a few days short of the mandatory expiration date.

Our next Passport Agent VTC/OBE is scheduled for 26 and 28 Jan. We expect DoS to have a Customer Service Representative join the call for any questions they might be able to answer. Please plan to attend if your schedule permits. Request any questions you know about be provided to Mr McCoy, our

Passport Branch Chief, prior to the call so we can do any required research before the call.

Recommend everyone have at least 4 blank visa pages in your PPT if traveling to South Africa and any adjoining countries. Any additional information will be updated in the Foreign Clearance Guide (FGC) as it becomes available.

The past two months have been packed with working the modernization of the Visa Passport Application System (VPAS). Two demonstrations have been conducted, and as expected, the feedback was full of ideas we had not considered. Unfortunately, the primary focus is getting the basic system online, making the bells and whistles a lower priority. This does not mean the functionality of the system will be degraded in order to deploy it. Rather, the system is being refined to provide what was defined at the beginning of this lengthy process.

The portion that will impact agents is the web-based DD Form 1056 and the agent dashboard. The new DD Form 1056 is still going through the approval process but, if needed, we can use the existing DD Form 1056. The major shift in the process will be more required fields and how discrepancies will be managed. The required fields are easy. Agents will not be able to move forward without them. This will help with reporting requirements. How will the web-based DD Form 1056 help with reporting? Currently, when passports are received from SIA and/or CPC we do not re-

enter all the data from the DD Form 1056 into VPAS. In the new process, agents will enter data directly into the system. Additionally, we have added quality control checks to warn agents if the customer's passport is within an expected expiration date that may impact the issuance of a visa.

The quality control check will not provide transparency for passports, but the agent dash board will show a list of all transactions submitted, by each agent, by type and current status. This process will aide agents in tracking passports in that when the passport is received and scanned, the agent dash-board will show that status change in near real time. In turn, when the action is scanned completed mail, the agent will see the status change and the FedEx tracking number.

Transparency for visas submitted in CONUS will be as high as possible. Status examples being explored include: Received, Assigned to Letter Writer, Delivered to Embassy, Received from Embassy, Completed Pick-up, and Completed Mail with the FedEx tracking number.

One area that is significantly different from how we currently do business is how rejections will be handled. The agent will be able to see the action that was rejected and the reason why it was rejected, but in order to resubmit the action, a new DD Form 1056 must be generated. This is new and will also include SIA suspended actions. For the SIA suspended actions, SIA will take the new DD Form 1056 and the suspension memo, and attach them to the documents held at SIA when they are returned to us for mailing.

Additionally, upon receipt of the final documents, agents will have the ability to log into the customer pick-up section of VPAS to document delivery/pick-up as customers receive their documents. A block is available for agents to add notes, such as when/where a passport or document was mailed, etc. This idea was provided by an agent during a past passport agent training course and serves as an example of how agent insight can be valuable. We think we can add this function at this stage because the tool was already developed for us and just needs to be opened up to you as a tool.

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Customer Service Operations (cont)

Deployment of the new VPAS has yet been determined, as final testing is currently scheduled for late November early December timeframe. The plan is to do a soft roll out, allowing limited live transactions, to ensure the system is fully functional. Pending setbacks, plans for full deployment should be early to mid-January 2016.

Upon full deployment, all agents are encouraged to provide input on how service could be improved, as well as, report error information.

A series of demonstrations are presently being developed using Defense Collaboration Services (DSC), as well as, training slides that will

be posted on Passport Matters. To aide in deployment, agents are asked to become familiar with DSC at the following URL: <https://disa.deps.mil/disa/org/ES7/DCS/SitePages/Home.aspx>. Thank you for your continued patience and support as we work to provide better service.

Inspection's Information

"Department of State's Office of Acceptance Facility Oversight (AFO) has recently completed their Cycle 1 inspections of DoD Passport Acceptance Facilities. Cycle 1 was a two-year period consisting of FY14 & FY15. Therefore, if you were inspected between 01 Oct 2013 – 30 Sep 2015, your inspection (and

possible re-inspection) was conducted in Cycle 1. AFO has launched Cycle 2 (FY16 & FY17). All Acceptance Facilities will be inspected (again) as part of Cycle 2. AFO is trying to allow for at least 6 months in between Cycle 1 and Cycle 2 inspections, however that is not guaranteed. Therefore, it may "seem" that facilities are

being inspected twice in a short period of time. Please understand that since the cycles are FY based, this may be the case. Agents should notify DET if and only if there appears to be two inspections in one cycle (excluding re-inspections).

DET Spotlight

We highlight Mr Adam Barker in this issue of the newsletter. Mr Barker was an Army soldier assigned to Logistic Services Washington (LSW) prior to coming on board as a government civilian in Travel Services Division, Directorate of Executive Travel. Prior to working in LSW, he was assigned to both Fort

Campbell, KY and Schweinfurt, Germany as a Logistics Specialist. He had two tours in Iraq supporting Operation Iraqi freedom during this time. Before coming to Fort Belvoir, he was assigned to Schofield Barracks, HI working as the NCOIC in Battalion Vehicle Maintenance. He is presently working on his undergraduate

degree in business administration with a minor in marketing.

